



# pRide



THE NEWSLETTER BY AND FOR

WINTER-SPRING, 2003 

RHODE ISLAND STATE EMPLOYEES

## Governor Carcieri Launches Fiscal Fitness Program

Fulfilling his pledge to comprehensively examine the workings of State government, **Governor Carcieri** recently announced the launch of the Governor's Fiscal Fitness Program aimed at making Rhode Island a model for the delivery of cost efficient services to taxpayers.

At a recent news conference at the Department of Administration where the project will be headquartered, the Governor introduced a team of more than 50 state workers who have been assigned on a full-time basis to conduct a first of its kind analysis of how government in Rhode Island truly works.

"We are not just looking for short-term fixes," said the Governor. "We are looking at a dramatic transformation of how we do things, how we are organized and how we spend money. This far reaching initiative will focus on how to cut costs, improve efficiencies and reduce waste – both in time and materials."

The Governor noted that it is vital that taxpayers have confidence that their tax dollars are being spent wisely and that service is delivered in a business-like fashion.

"For instance," he said, "citizens of this state should not have to wait for hours in long lines at the Department of Motor Vehicles or any other state agency. We are going to fix that as well as other problem areas throughout the system."

The Governor's Fiscal Fitness Program will be run by 25 team leaders who will delve into such areas as information technology, facilities, processes, purchasing and training. The team leaders will report to 11 group leaders who will play key roles in auditing and recommending areas of improvement.

"We will develop a robust portfolio of ideas aimed at reducing expenses and improving service," said the Governor. "Bottom line: we want to work smarter, better and leaner."

The effort will be led on a day to day basis by **Robert J. Higgins**, Director of the Department of Administration, and **Beverly Najarian**, Director of Administrative Services in the Governor's Office.

"I will ask the leadership of the State employee unions and the leadership of the Rhode Island General Assembly to work with me on this initiative," said Carcieri. "I believe in a collaborative approach. State employees will be treated with dignity and respect and will be recognized for innovation and superior service to the citizens of Rhode Island."

The group met as a whole in "The Gym", an area set up on the fourth floor of the Administration Building. Designated state em-

ployees and their team leaders went through a training session in preparation of the official launch.

According to Carcieri, the Governor's Fiscal Fitness Program will be driven by a key set of principles:

- We will focus on work flow, policy and procedures – not people or personalities.
- There is no such thing as a "bad idea". All ideas will be evaluated. The process will not be arbitrary.
- No one agency or department will be singled out. It will be a holistic approach.
- We will challenge every activity in every department. Nothing is off limits.
- Results will be measured. No course of action will be simply hypothetical.
- We will ensure a high level of employee involvement. This is not a top-down exercise.
- We will insist on a strict timetable. No moving deadlines.

"Change is never easy," concluded the Governor. "Transforming government will be a significant challenge. No doubt, there will be roadblocks along the way. But the time is right to make us lean and efficient. Rhode Island faces major financial hurdles today and in the coming years. For the sake of the next generation of taxpayers, we must get down to business and deliver a State government that works for all of its citizens."

*So proudly we hail . . .*



*. . . the pride of our country*

## WELCOME HOME

To all the men and women, including our employees, who served with pride in Operation Iraqi Freedom, we want you to know that the people of this proud country were with you every step of the way.

We welcome you back to your home with a sincere note of thanks and a crisp salute for a brave job well done.





## FROM THE GOVERNOR'S OFFICE

### Executive Orders

No.	Date	
03-01	1-08-03	Ethics and Integrity in State Government
03-02	1-17-03	Proclamation of Home Heating Fuel Transportation Emergency
03-03	1-27-03	Continuation of Home Heating Fuel Transportation Emergency
03-04	2-06-03	Continuation of Home Heating Fuel Transportation Emergency
03-05	2-14-03	Continuation of Home Heating Fuel Transportation Emergency
03-06	2-27-03	Expansion of Membership of the Economic Policy Council
03-07	2-27-03	Continuation of Home Heating Fuel Transportation Emergency

For more information on Executive Orders or to obtain copies, call the Office of the Executive Counsel at **222-2080, Extension 216 or 258.**

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**The State of Rhode Island is an equal opportunity and diversity employer and reasonable accommodations will be provided. For assistance, call EEO Office at 222-3090. (TDD 222-6144)**

## OTD Training Courses

Summer 2003

### June

	Fee
3 Access Level II (Office 97)	\$ 70
6 Art and Science of Human Behavior Manipulations	60
7 & 21 ACLS (Advanced Cardiac Life Support)	160
10 Introduction to Personal Computers	40
10 Coping With Other People's Trauma	35
13 Resiliency	35

### July

11 Counseling Clients With Visual Impairments: Understanding Their Losses** (**Diversity CEUs applied for)	35
15 Protecting Financial Security	NO FEE
17 Intro to Personal Computers	40
18 Children of Domestic Violence* (*CEUs applied for)	35
22 Intro to Access	70
23 Refining Business and Technical Writing Skills	45
28 Excel Hints, Tricks and Techniques	70
29 Understanding the Rhode Island Code of Ethics	NO FEE

### August

1 E-mail Etiquette	25
4 Reading People: Improving Interview Skills Through Behavior Analysis* (*CEUs applied for)	60
5 Access Level II	70
8 Revisiting Forgotten Filing Skills	25

### September

11 & 12 Intro to Excel	120
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For more information call:

**Tel. 222-2178 TDD 222-6144 Fax 222-6378 or**

**- VISIT OUR WEBSITE -**  
**www.dls.state.ri.us/otd.htm**

## Governor Advocates for Diversity Initiative

"Over the next several years, Rhode Island has an opportunity to create a new state government workforce that is more reflective of the diversity of Rhode Island citizens. To achieve this goal, I have continued a comprehensive initiative to expand outreach and recruitment, develop programs to improve the professional development of state employees, and to partner with communities. Also, I have embraced the **Diversity Ambassador Project**, thereby, uniting private and public partnerships to foster diversity throughout Rhode Island to build a stronger community.

Nearly one-third of the state employees become eligible for retirement over the next five years. To build and maintain a skilled workforce, the state must seek applicants from all backgrounds and career experiences.

To achieve this goal, the State's office of **Human Resources Outreach and Diversity (HROD)** will work with all diversity partners to empower both organizations and individuals to optimize their performance through better capital management. I have also called on the Department of Labor and Training and, particularly, their **netWORKri** offices to support the State's Diversity Initiative to the fullest. Working in partnership with netWORKri, HROD maintains a database of people seeking state employment, linking candidates to positions, as they become available. The state has and continues to conduct surveys to determine what impediments may exist to current and prospective employees.

To keep state government competitive, the state offers a **Management Development Institute** to give state government supervisors the tools they need to become more effective managers, improving the delivery of their services. To give state workers the direction they need to better serve the public, annual employee performance evaluations, beginning with pilot programs, will continue until we realize full accountability.

We have begun an important process to create a competitive and diverse state workforce in which the best people are hired, retained and encouraged to achieve their fullest potential. I firmly believe in this process and would appreciate your support and participation in this important endeavor. Together, we can make a difference."

**State Employee's Antique and Classic Car Show.** If you have a classic/antique car and would like to display it in the Armory of the Administration Building please call either **John Turano** at 222-2153, **Bruce Vild** at 222-6485 or **Sal Lombardi** at 222-2203 ext. 229. Cars will be displayed during the month of July.



## Local Research Study Wins National Award

The American Rehabilitation Counseling Association (ARCA) Research Awards Committee recently recognized the work of a local Rhode Island research team. The third place ARCA Research Award was awarded to the research study entitled **Assessing Readiness of Clients with Disabilities to Engage in Job Seeking Behaviors** that appeared in the *Journal of Rehabilitation's* summer issue 2002. The study's primary author was **Thomas Mannock**, who is currently completing his Ph.D. in Organizational Psychology and employed at the Rhode Island Department of Administration. His co-authors were **Janice Prochaska, Ph.D.**, and **Debbie Levesque, Ph.D.** of Pro-Change Behavior Systems, Inc., a small research and design business located at the University of Rhode Island.

The research was conducted over an 18-month period at the Dr. John E. Donley Rehabilitation Center in Providence. The Dr. John E. Donley Center is the workers' compensation and rehabilitation component of the Rhode Island Department of Labor and Training and has a long history of providing the highest quality restorative and rehabilitation care to injured Rhode Island workers collecting Workers' Compensation benefits.

The study examined the use of "client/customer readiness" factors to guide the development of organizational benchmarks, performance indicators and service delivery systems. The ultimate goal of the research is to enhance the effectiveness of client/customer transition services that promote job seeker reentry to the workforce. The research results have implications for maximizing organizational efficiency in the delivery of state services, not exclusively with spinal cord injured workers, but also with a variety of customer populations accessing services through other departments of state government.

The award was presented at the ARCA luncheon at the ACA Annual Conference in Anaheim, California in March, 2003.

## State Employees Blood Drive Under Way

**Nancy Telford** is a Principal Revenue Agent in the Division of Taxation, and a regular blood donor. She recognizes that it shouldn't take a national or local tragedy to motivate people to donate blood.

"A lot of people are there for a tragedy", says Nancy. "Most people have a generous heart, but people shouldn't wait for tragedies; people need to be aware that the need for blood is never ending."

Nancy says that she was amazed to learn that blood has a shelf life of only 42 days; thus the supply must not only be replenished, but continually upgraded as well. And each day, Rhode Island hospitalized patients require 240 to 280 pints of blood.

Nancy, who began donating blood regularly five years ago, says she was moved to donate because she recognized the need that others had, and that perhaps someday either she or a family member may need blood products.

"I want to know that if I ever need blood, someone will be there for me", she says.

Follow Nancy's lead. Here is the schedule for dates, time and locations where you can donate blood:

- May 19 – RI Attorney General's Office, 150 So. Main St., Prov. – 9 a.m. to 1 p.m.
- May 22 – RIPTA, 265 Melrose St., Prov. – 8:30 a.m. to 12:30 p.m.
- May 27 – Dept. of Administration, 1 Capitol Hill, Prov. – 9 a.m. to 1 p.m.
- May 30 – Pastore Center, George Arnold Conference Center, Eleanor Slater Hospital, Cranston – 10 a.m. to 4 p.m.
- June 4 – RI Dept. of Health, 3 Capitol Hill, Prov. – 9 a.m. to 1 p.m.
- June 11 – URI, Narragansett Bay Campus, Watkins Bldg., South Ferry Rd., No. Kingstown – 11 a.m. to 4 p.m.
- July 22 – Dept. of Administration, 1 Capitol Hill, Prov. – 9 a.m. to 1 p.m.

## Governor Proclaims Public Service Recognition Week In Rhode Island

In a Gubernatorial Proclamation, **Governor Carcieri** proclaimed the week of May 5-11, 2003, as **Public Service Recognition Week** in Rhode Island.

Since 1982, the Public Employees Roundtable (PER), a group of over 30 management and professional organizations representing more than one million public employees and retirees, has been educating citizens about the quality people in government and the value of the services they provide.

This year marks the 19th annual nationwide celebration of public service that, as a time set aside each year to honor men and women who serve America as federal, estate and local government employees.

The National Association of State Personnel Executives (NASPE) is the recognized authority on state human resource issues, trends, practices, and policies, and serves as a leader and catalyst for the development of state human resources.

"NASPE", said the Governor, "is dedicated to enhancing the image of state public service, and to that end, has officially endorsed Public Service Recognition Week by requesting that the governors of all 50 states participate in this annual nationwide celebration."

"I therefore declare May 5-11, 2003, Public Service Recognition Week in Rhode Island, and I urge all Rhode Islanders to express their gratitude in their own way for the work of state employees throughout the year, and to reflect on how these governmental services make life better."

## New Executive Director at DOA

**Jerry Williams** has been selected as the new Executive Director/Operations Officer within the Department of Administration.

Williams had a long and distinguished career in State government prior to joining Fleet in 1994 as a Senior Vice President and Director of Human Resources. For three years in the early 1990s, he served as Deputy Director of the Department of Administration under the Sundlun Administration, and prior to that worked in the General Treasurer's office for nearly 5 years.

Jerry has replaced **Dan Boffi** who has been assigned to the project management office of the Fiscal Fitness Program, an important assignment with a critical program.

## OPA Reaches Agreement on Changes to Probation and Parole Hierarchy

In a unique labor/management partnership, representatives of the Office of Personnel Administration brokered a 16-point agreement that established fundamental changes to the structure of the probation and parole hierarchy. These changes are designed to provide added management flexibility, increased employee mobility and long-term cost savings.

The agreement was established after months of intense work with representatives of the Department of Corrections (DOC), Department of Children, Youth and Families (DCYF) and Rhode Island Probation and Parole Association (RIPPA).

The Office of Personnel Administration also partnered with Amica Mutual Life Insurance for the purpose of providing a testing venue for the probation and parole written examination. Amica representatives graciously offered their state-of-the-art "Training and Testing Amphitheater" as a testing site for state and civil service examinations. The Amica corporate office is based in Lincoln and is one of Rhode Island's premiere corporate employers.

Our many thanks to the Amica Mutual Insurance Company!



## pRide Salutes State Workers on Military Leave

pRide proudly salutes the men and women state employees who answered our Country's call to service.

Following is a list of the men and women state workers on military leave:

Name	Department	Name	Department
Robert Ansay	URI	Jonathan Issa	Administration
Michael Archer	Corrections	Robert Lantagne	Corrections
Anthony Atella	Corrections	John Larch, III	Transportation
Philip Aubin	Corrections	Darryl Lovell	Corrections
Robert Brown	Administration	Harley Monteiro	Corrections
Jason Buttarlo	Corrections	Robert Morse	Corrections
Thomas Campbell	Env. Mgmt.	James Mountain	DCYF
Daniel Carnevale	Corrections	Neil Nicholson	Corrections
Peter Casavant	Corrections	Justin Pelissey	Corrections
Shayne Chapman	Corrections	Kenneth Pelletier	Corrections
Carl Ciampianelli	Administration	John Pizzo	Corrections
George Clauer	CCRI	Patrick Potter	Corrections
Andre Cochran	Corrections	Angel Reyes	Health
Philip Cummings	Corrections	Jose Roque	Corrections
Glen Cunningham, III	Corrections	Luis Rosario	Corrections
John Defeo	URI	Robert Sayles, Jr.	Corrections
May Degala	DCYF	Robert Slezak	Corrections
Raymond Denisewich	Judicial	Henry Storm	Corrections
Sergio Desousarosa	Corrections	Ernest Suits	Administration
Nicholas DiRocco	Corrections	Christopher Toti	MHRH
Joseph Fargue, Jr.	Corrections	Michael Vieira	Corrections
Bernard Fournier	Corrections	Peter Wood	Env. Mgmt.
Frank Impagliazzo	Judicial		

## Anxiety About Terrorism and War: Some Tips on Coping

Many people are experiencing a heightened sense of anxiety about the threat of another terrorist attack, the war in Iraq, and concerns about North Korea. In response to these events, you may notice yourself being on edge, paying closer attention to the news, jumping at loud noises, scrutinizing strangers and feeling a sense of dread which you can't explain.

These can be symptoms of "anticipatory anxiety". Anxiety is defined as the "subjective state of apprehension and uneasiness." Anticipatory anxiety is worry and nervousness about future events which may or may not occur, and which may or may not be negative.

The following are 12 strategies you can use to decrease your own anticipatory anxiety:

1. **Limit** exposure to the media and news.
2. **Focus** on what you do have control over – your thoughts, your feelings, your physical activity, your personal interactions . . . yourself.
3. **Act** upon what you do have control over: your work: redirecting negative thoughts, your health, taking care of yourself and your family and continuing on with your daily routines and schedule.
4. **Challenge** catastrophic and irrational thoughts: stay focused on the present. Do not make assumptions about the future or think about "what ifs". Redirect your thoughts from these fears by using positive affirmations.
5. **Reach out** and connect with friends and family. A sense of community is very healing.
6. At work, **respect** everyone's differences. Some people may want to talk a lot about their concerns. Others may want to be silent. Monitor your own reactions to co-workers who have different political views.
7. **Try deep breathing.** Practice diaphragmatic breathing slowly inhaling through the nose allowing your diaphragm to expand and then exhaling even more slowly through your mouth.

8. **Try** some "soft" **stress management activities**: exercise, play or watch sports, engage in your hobbies, pamper yourself with a relaxing bath or massage.

9. **Use positive images** to form a private sanctuary, a safe place to retreat to for quick "mini-stress breaks." Repeat a short phrase, prayer or mantra while you are there.

10. **Express your feelings verbally**, through art, music, poetry, reading or journaling.

11. **Develop an emergency plan** – have lists of local emergency numbers, numbers of family and friends and sources of supplies. This gives you a greater sense of control.

12. **Keep your usual routines.**

LifeWatch is the employee assistance program for State of Rhode Island employees and their family/household members. If you need further assistance contact us at:

**LifeWatch Employee Assistance Program**  
1-800-333-6228 TY / TTY 1-800-745-5555  
[www.lifewatch-eap.com/](http://www.lifewatch-eap.com/)

## pRide in performance

Pick up any good dictionary and look up the word **communication**. Among the many definitions given, two stand out: "The imparting of information to others," and, "The technology of the transmission of information."

**Sandy Lukowicz** of Coventry, knows all about the technology of transmitting information. She is the State Telecommunications Specialist, the only state worker with that title and classification.

She has been in state service for 28 years, all of it spent in the field of telecommunications, and all of it spent with the Department of Administration.

Sandy entered state service as a telephone operator (remember them?), and was promoted up through the ranks to her present position. From "Number, please", to the information highway; computers and e-mail; cable and satellite television; cell phones and pagers; fiber optics, implanted computer chips and GPS, the Global Positioning System.

All the magic and wizardry of electronic technology has not only changed the way we communicate with one another, but also the way we live. Electronic gadgets for every conceivable purpose now dominate our lives, all made possible by advances in miniaturization developed by NASA for our space program, and directed by orbiting satellites launched from rocket ships! Not even Merlin the Magician could top this!

Sandy is a mover, shaker and enabler. As a telecommunication strategist, she will analyze, design and recommend appropriate communication systems, including those of multimedia dimensions.

Cost effective economic strategies are her forte, i.e. the Cell Phone Abuse Initiative conducted with the Director of Administration, where 30% of state employees turned in phones, resulting in significant current savings, and substantial future cost avoidance.

As a Project Manager, Sandy has no equal. As a member of the transition team for the new administration, she managed the communications aspect with knowledgeable proficiency and speed.

Later, she was part of the Emergency Response Team for the Station fire, and in less than 24 hours, had a communication system up and running. She has also setup communications for the Governor's Hotline; the Governor's Fiscal Fitness Program; and the Command Control Center for Capital Police in the State House.

Sandy has high praise for the Carcieri Administration, where communicating information is a focal point. "Every door in the Executive Suite is open", says Sandy. The symbolism of the open doors is not lost on her. She recognizes their significance as the new spirit of Open Government in an environment of receptivity, warmth, involvement and inclusiveness.



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